

Message Text

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TO CINCPACREP GUAM/TTPI IMMEDIATE

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FOR CIVIL COORDINATORS

E.O. 11652: N/A

TAGS: SREF

SUBJECT: CASE CONTROL POLICY GUIDANCE

FOR: SENIOR CIVIL COORDINATORS

1. IATF PLANS TO CLOSE ALL RESETTLEMENT CENTERS BY DECEMBER 15, 1975. TO MEET THIS DEADLINE OUR OVERALL PROCESSING RATE MUST BE IMPROVED OVER WHAT IT HAS BEEN RECENTLY. TO IMPROVE THAT RATE IT HAS BEEN NECESSARY TO CHANGE OUR POLICY WITH RESPECT TO THE ASSIGNMENT OF CASES TO VOLUNTARY AGENCIES, SINCE SOME AGENCIES HAVE A MUCH GREATER CASELOAD THAN THE NUMBER OF AVAILABLE SPONSORS WHILE OTHER AGENCIES HAVE SPONSORS BUT FEW OR NO CASES TO WORK. ALL AGENCIES SHOULD VIEW THE TOTAL CASELOAD AS THEIR JOINT RESPONSIBILITY AND SEEK TO OVERCOME THE TENDENCY TO BECOME POSSESSIVE ABOUT CASES PREVIOUSLY ASSIGNED TO THEM.

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2. TO RECTIFY THE PREVAILING DISPARITY, ALL SENIOR CIVIL COORDINATORS ARE HEREBY INSTRUCTED TO CENTRALIZE THE MANAGEMENT OF CASE LOADS ACCORDING TO THE FOLLOWING GUIDELINES:

A. CASELOADS WILL BE REALLOCATED BY THE SENIOR CIVIL

COORDINATOR. TWO TYPES OF CASELOAD TRANSFERS ARE AUTHORIZED: INDIVIDUAL CASES WHICH ARE "UNSPONSORED" AT THIS TIME AND BLOCKS OF CASES OF "UNSPONSORED" REFUGEES. THE DEFINITION OF AN "UNSPONSORED" CASE IS ONE FOR WHICH THE VOLAG DOES NOT EXPECT TO FIND A SPONSOR AND "TICKET" THE REFUGEE WITHIN FIVE DAYS.

B. A CENTRAL LOG WILL BE KEPT ON ALL CASES. EACH CASE SHOULD BE LOGGED IN BY THE NAME OF THE HEAD OF HOUSEHOLD IN THE CASE OF A FAMILY OR THE NAME OF THE SENIOR PERSON IF A GROUP OF UNRELATED REFUGEES WISHED TO BE PROCESSED TO THE SAME SPONSOR. THE CENTRAL CASE FILE SHOULD LIST A NUMBER, NAME, AGE, SEX, JOB SKILLS CODE OF HEAD OF HOUSEHOLD, AND NUMBER OF FAMILY OR GROUP. THE NAME OF THE VOLAG CURRENTLY HANDLING THE CASE SHOULD ALSO BE INCLUDED AS ACTUAL FILE WILL BE RETAINED BY VOLAG WITH WHICH REFUGEE ORIGINALLY REGISTERED UNTIL A TRANSFER IS MADE BY SENIOR CIVIL COORDINATOR. END PRODUCT SHOULD BE AN INDEX CARD, COMPLETED EITHER MANUALLY OR AS A COMPUTER PRINTOUT WHICH REMAINS IN THE SENIOR CIVIL COORDINATOR'S CENTRAL FILE TO SERVE AS A PERMANENT MANAGEMENT RECORD. NOTATIONS SHOULD BE KEPT ON EACH CASE (CARD) WHICH A VOLAG INDICATED IS "SPONSORED" AND APPROPRIATE FOLLOWING MADE TO ENSURE THAT THE REFUGEE IS IN FACT TICKETED WITHIN THE 5 DAY PERIOD. IF HE IS NOT, SENIOR CIVIL COORDINATOR MAY IMMEDIATELY TRANSFER THE CASE IF, IN HIS JUDGEMENT, IT WOULD BE IN THE BEST INTEREST OF THE REFUGEE TO DO SO.

C. TYPES OF TRANSFERS: (1) INDIVIDUAL CASE TRANSFERS: WHEN VOLAG CASE WORKERS WITH VERIFIED SPONSORS IN HAND APPROACH VOLAG COORDINATOR FOR INDIVIDUAL CASES, COORDINATOR WILL ELECT THREE CASE CARDS APPROXIMATING UNCLASSIFIED

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PROSPECTIVE SPONSOR'S REQUEST. THE ACTUAL FILES SHOULD BE RETRIEVED BY SENIOR CIVIL COORDINATOR FROM THE HOLDING VOLAG TO NEW VOLAG. CASES GIVEN TO CASE WORKER SHOULD BE LOGGED OUT ON CENTRAL CARD FILE, AND CASEWORKER SHOULD

BE INSTRUCTED TO RETURN UNPROCESSED CASES WITHIN FIVE DAYS. SPONSORSHIP OFFERS MADE TO REFUGEE, ACCEPTANCE OR REASON FOR REFUSAL, AND ANY SPECIAL CONCERNS VOICED BY

REFUGEE SHOULD BE NOTED IN FILE WHEN IT IS RETURNED. ON COMPLETION OF SPONSORSHIP AND DEPARTURE OF REFUGEE FROM CAMP, CENTRAL FILE INDEX CARD SHOULD BE MARKED "CLOSED" WITH NOTATION MADE OF NAME AND ADDRESS OF SPONSOR, VOLAG, AND ANY OTHER PERTINENT INFORMATION. ORIGINAL FILE WILL BE RETAINED BY VOLAG WHICH ACTUALLY OUTPROCESSED THE CASE. FILES RETURNED TO SENIOR CIVIL COORDINATOR BECAUSE NO MATCH WAS MADE WITH A SPONSORSHIP OFFER

SHOULD BE MAINTAINED BY SENIOR CIVIL COORDINATOR IN A CENTRAL POOL FOR FUTURE REDISTRIBUTION. CASES RETURNED TO SENIOR CIVIL COORDINATOR BECAUSE REFUGEE REFUSED SPONSORSHIP OFFER SHOULD BE PLACED IN A SPECIAL FILE FOR REVIEW AND COUNSELING BEFORE PLACING IN A CENTRAL POOL.

2) BLOCK TRANSFERS: WHEN A "MASS" SPONSORSHIP IS AVAILABLE FOR REFUGEES IN CERTAIN SKILLS CATEGORIES, THE SENIOR CIVIL COORDINATOR SHOULD PROVIDE AN APPROPRIATELY GREATER NUMBER OF CASES TO THE CASE WORKER. SAME INSTRUCTIONS FOR ACTUAL FILE TRANSFER UNDER C.1) APPLY. WHEN AN UNDERREGISTERED VOLAG REQUESTS A BLOCK TRANSFER OF CASES WITHOUT SPECIFYING SKILLS CATEGORIES SENIOR CIVIL COORDINATOR SHOULD TRANSFER THE NUMBER OF CASES REQUESTED. SENIOR CIVIL COORDINATOR MUST ENSURE, HOWEVER, THAT THE CASES TRANSFERRED REPRESENT THE SPECTRUM OF CASES REMAINING IN CAMP. FOR EXAMPLE, A MIXTURE OF SINGLES, LARGE FAMILIES, AND NONSKILLED SHOULD BE INCLUDED ALONG WITH CASES MORE EASILY SPONSORED. SAME INSTRUCTIONS FOR ACTUAL FILE TRANSFER UNDER C.1) APPLY EXCEPT NO UNUSED CASES SHOULD BE RETURNED AFTER 5 DAYS. IT WILL BE THE RESPONSIBILITY OF THE NEW VOLAG TO PROCESS THESE CASES WITHIN A REASONABLE PERIOD OF TIME. UNCLASSIFIED

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D. RECORDS OF PURIFICATION: VOLAG COORDINATOR SHOULD PROVIDE "A" NUMBERS OF HEADS OF HOUSEHOLD FOR EACH CASE TO INS REPRESENTATIVE SO THAT HE CAN PURIFY INS RECORDS OF SPONSORSHIP LETTERS WHICH MAY HAVE BEEN SUBMITTED PREVIOUSLY BY VOLAG TO INS WHICH ARE NO LONGER VALID. IN TURN, INS SHOULD ADVISE VOLAG COORDINATOR OF ANY CASES WHICH HAVE ALREADY LEFT CAMP (WHICH COORDINATOR MAY BE CARRYING AS UNSPONSORED.)

E. WHEN A CASE-SPONSOR MATCH HAS BEEN MADE, VOLAG COORDINATOR SHOULD NOTIFY INS AND ESTABLISH A SUSPENSE FILE TO ASSURE THAT TRAVEL ARRANGEMENTS ARE COMPLETED AND REFUGEE TICKETED BY VOLAG AND SRS.

F. SENIOR CIVIL COORDINATOR'S SHOULD TAKE STEPS TO INFORM ALL REFUGEES IN CAMP THAT THEIR REASSIGNMENT TO A DIFFERENT VOLAG WILL HAVE NO EFFECT ON THEIR RELIGIOUS AFFILIATION. VOLAGY COULD ASSIST BY CONFIRMING THIS FACT TO REFUGEE WITH WHOM THEY WORK. KISSINGER

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